

AUTO COLLISION REPAIR LICENSING ADVISORY BOARD

May 30, 2012

Members present: Dave Reynolds, Chairman, Collision Repair Member

Steve Altieri, Glass Installation Member

Dennis Gamba, Direct Repair Member

Allan Olney, Insurance Industry Member

Gerald Galleshaw, Representative of the People Member

Louis D'Quattro, Jr.-DBR, Deputy Director, Division of Regulatory Standards and Compliance and Enforcement

John Mancone, Chief Public Safety Inspector - DBR

Absent: Corporal David Doucet, RISP, Law Enforcement Member

Chris Hurd, New Car Dealer Member

Others Present: Kim Precious, Implementation Aide

DR: Meeting called to order at 10:50 AM. I make a motion to accept the minutes of April 25, 2012 meeting. LDQ: Second. All in favor.

Discussion – Glass Installers

DG: Evidently on the Mobile Glass Installers there are a whole lot more than we thought. There are more like 20 mobile.

DR: 29 licensed facilities there are 13 or 14 mobile.

KP: There is no field in computer to indicate if the shops are mobile only.

SA: A couple of shops have two locations.

DR: Did everyone get a shot to look at Reg 5 redlined version? Keep “limited” in license wording. They can’t do anything else. Legislature this year gives board authority to deal with glass situation and paintless dent repair. Working its way thru the state house at this present time. I did testify at length in the senate and the house as to why they should be regulated.

LDQ: They understood the safety issue.

DR: Steve I think when you take a look at that redlined version you should sit down with your members of the glass industry to keep everybody involved.

SA: I have a lot of concerns. In the wintertime you get a lot of these guys who are putting in glass in ways that they shouldn’t be. What is happening is the urethane is not bonding properly which puts the customer at risk. Originally there was a requirement to have a facility and do the work indoors in inclement weather. The requirement for a facility is very important.

DR: We are going to bring in the material data sheets, the installation sheets and go over that type of information and if there is in fact a hazard to public safety in installation of glass in weather conditions that are non-conducive to the installation of glass then we are going to have to consider that and provisions are going to have to be made. We can't do it on hearsay.

SA: We can get you paperwork on any urethanes. But bottom line is when it comes out of the gun in 5 degree climate it will not cur properly because it says it should dry at a certain temperature minimum. The lowest I have seen is 40 or 50 degrees.

DR: We have had people in from the mobile shops in to testify to the fact that they have urethane that will cure outside at 10 degrees in 45minutes? I actually consulted I-car and P&O consultants out of NY. They are getting back to me on that. I need data sheet from manufacture saying it is not possible. We are imposing restrictions on an industry and we best make sure we have the right information when we do that.

DG: Mobile guys that do not work out of a facility go to a body shop and work as a sub-contractor. So maybe we should just look at mobile being for a sub-contractor and not doing work for the general public unless they have a facility.

DR: How are we going to enforce.

LDQ: He is not going to be an expert in repair.

SA: I think everybody should have a facility for winter installations.

DG: What is the time frame that a person should not drive the car after an installation?

SA: I tell them at least 24 hours. If someone is going to drive a short distance we can put some tape on it but they are really suppose to park them.

DG: That is a structural part of the car.

DR: Absolutely. It is a liability issue.

SA: Most people drop their cars off and pick it up at least at the end of the day.

DG: What is going to stop a consumer from taking the car upon an emergency? I personally saw an accident where on a side impact the windshield blew out of the car. It was because three hours before that she had the windshield put in. That is the reason I brought it up.

DR: You changed from before. Apparently that particular incident

changed your point of view.

DG: The bottom line is the repair procedure and the waiting time kind of goes against the mobile thing. I don't want to put anybody out of business.

DR: There are going to be some measures that they have to adhere to.

DG: The license for mobile at this point means he is a wholesale guy who is going to go to a facility and take control of the car so the customer is not driving an unsafe vehicle.

GG: I have a question on insurance matters. Will the insurance companies potentially have to pay for another window if a mobile shop put a window in and it pops out or has a problem and its damaged?

DR: The insurance company maintains no responsibility to do it over again. It's the vendor who puts the glass in and is solely responsible for the liability and the re-installation if it is necessary.

SA: Are insurance companies making sure a licensed company is working on the vehicle?

KP: Most people who want to get the mobile license just want to fix

the dings. Not replace windshields.

DG: The cracks?

KP: Yes, I think we have to define mobile repairs compared to mobile installation and replacement.

DG: A limited license.

KP: Glass is already called a limited license. We need to give it another title.

DG: They are not working with the structure of the vehicle.

DR: We definitely need a standard here.

LDQ: Standards for what you can do inside and what you can do outside.

DR: We can probably incorporate in the regulation where it defines the repair process for the chip and scratch process.

LDQ: So you are either an installer or repairer.

DG: Wholesale in my opinion means you are putting yourself out to the trade not the public. You can't just close down a business that

has been opened for 36 years.

DR: To give a little they would have to give some type of agreement that he has a license with a facility and he has some type of documentation that if I have to put glass in and it is 10 degrees out. It could be grandfathered to the people that are already pre-existing. So anybody new comes in has to come up with the space requirement.

DG: Can I make a recommendation because it is going to effect approx 15 or so businesses can we send mobile guys a letter to come to next meeting.

LDQ: Sure

DG: Maybe they will be receptive. We have to respect all of them. I bet out of 29 there are about 7 or 8 of them that do scratch and chips.

DR: Steve and Dennis. Put some stuff on paper because we all know what we are looking for now. And come up with something.

LDQ: Send the draft to me.

DR: we are going to move on from glass because we know where we are headed on this, and relying on Steve Altieri for technical info.

Motorcycle collision repair discussion

DR: Motorcycle collision repair. When do they need a license? It is a special use license. Guidelines are not there specifically. I have copies of all the notes and letters from when we originally discussed licensing.

DG: Why did this come up now?

DR: We can't be specific we need to go into executive session. Basically when a repair is done under 5-38-1 when a motorcycle has been in an accident in order to evaluate it and deal with an insurance company you have to have a body shop license.

LDQ: Absolutely.

DR: Al, do you require motorcycle repair guys to have a license?

LDQ: It is broad. Motor Vehicle body needs to be improved.

DR: Self propelled.

KP: If that is the definition we are going to go with we might need to call in shops like we did with the RV's to find out exactly what they do.

DR: Even with the RV's and not to be specific, when it was in a collision and they had an insurance company involved, the person who is doing the repair has to have a certain amount of expertise to determine if the vehicle has any structural damage because it does have a frame underneath it and suspension and it does have a drive train. That stuff does have to be evaluated correctly in order to put the customer on the road safely. I know with motorcycles it is pretty much a cut and dry situation. If the chassis is damaged in any way you need to replace it. You do not straighten chassis on motorcycles but unless that person has some type of certification how are you supposed to be capable of distinguishing if it is or it isn't bent. I am sure an insurance company is not going to want to just start replacing things on face value.

DG: So can a full collision type of body shop license work on a motorcycle?

DR: Absolutely.

KP: Would a frame get bent in any other type of way besides a collision?

DR: Yes. You can hit a pothole. Lets come back next session with papers and convene into Executive session. Most of the time they are not repairable.

DR: Any other questions. Does anyone have a public comment or concern?

DG: I sent a letter to Paula Pallozzi in reference to a couple of appraisal firms that I have been asking to leave me a copy of the estimate. So she monitored it for me.

DR: That is in direct conflict to regulation 15 the one we put together there are provisions and penalties to appeasers that do not comply. So I am sure Paula is aware of it.

DG: She will let me know. I sent out letters to two companies. The next batch is going out next week. If you can't come prepared let the insurance company know. Some of these cars are 2 or 3 days to repair I have to hold the car over the weekend.

DR: Any other questions? Asked John how he is making out on road.

JM: It is a Learning process.

DG: Are you finding any unlicensed shops?

JM: I am just chasing complaints now.

DG: What type of complaints do you get? Are we privy to review those complains?

KP: We were trying to set up a complaint process to bring complaints to the board under certain circumstances. It is on the agenda to update the process.

SA: I would love to have you stop by my shop.

DG: There are so many complaint processes. I would like to see what consumer complaints are and how do we iron them out.

DR: Just for the point of the matter whenever we go into Executive Session for what ever purpose, it is Executive Session for a reason, all info is propriotory and confidential and can not be discuss outside this table. There are consequences.

KP: Did we ask the governor to assign John to board?

LDQ: I will look into it.

DR: I make a motion to adjourn meeting it is 11:40 A.M. Seconded GG. All in favor.